



Certificate of Express Mailing

RECEIVED

JAN 18 2002

Technology Center 2600

"Express Mail" Mailing Label Number: EL657624631US

Date of Deposit: 01/09/2002

Ref: Case Docket No.: P3253C1

First Named Inventor: Yuri Shtivelman

Serial Number: 09/903,022

Filing Date: 07/10/2001

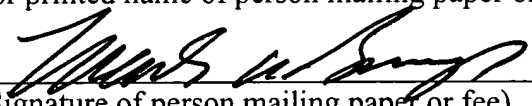
Title of Case: Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Information Disclosure Statement.
2. Cover Letter for Information Disclosure Statement.
3. Certificate of express mailing.
4. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)


(Signature of person mailing paper or fee)



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2663

Examiner Unknown

Alec Miloslavsky
Case: P3253C1
Serial No.: 09/903,022
Filed: 07/10/2001
Subject: Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

To: The Commissioner of Patents and Trademarks
Washington, D.C. 20231

RECEIVED

JAN 18 2002

Technology Center 2600


Dear Sir,

Information Disclosure Statement Under § 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement by Applicant listing one Patent reference. Applicant desires that the reference be entered in the above referenced case as relevance dictates. As the first office action has not been received in this case, no fee is enclosed.

Respectfully submitted,
Yuri Shtivelman

by


Donald R. Boys
Reg. No. 35,074

Donald R. Boys
Central Coast Patent Agency, Inc.
P.O. Box 187
Aromas, CA 95004
(831) 726-1457

